



# PARTICIPANT HANDBOOK

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## About PYN

Philadelphia Youth Network (PYN) is building together with significant players to alleviate a root cause of poverty by preparing 12-24-year-olds to become productive working adults. Our work is grounded in the understanding that young people need access to both education and employment, proven factors in being prepared for a career. With a track record of increasing impact, PYN funds and brokers action with the right partners to collectively address barriers. PYN constructs systems to create change, while innovating to meet evolving needs. Together with our partners, PYN dramatically changes the trajectory of individuals' lives by giving voice to underserved youth, and ultimately creating a pipeline for an educated, engaged workforce. For more information, visit [www.pyninc.org](http://www.pyninc.org).

## Who's Who?

**Your Partner Organization** (sometimes called "Provider") is the organization that provides the day-to-day management of the program you are connected to, contracts with PYN to provide the programming that you participate in for WorkReady, E<sup>3</sup>, or other programs. In this role, the partner organization:

- Oversees all programmatic tasks including project-based learning.
- Is your first point of contact to troubleshoot enrollment, placement at your worksite, and payroll distribution.

**A Worksite supervisor** is the individual who you report to (your boss) at your worksite. Your worksite is the physical or virtual location where you will be working. In this role, your supervisor:

- Manages your day-to-day tasks and projects.
- Signs your timesheet/incentive.

**Philadelphia Youth Network (PYN)** is the employer of record to report your work history on resumes or job applications, managing all participants payroll and employment paperwork. In this role, PYN:

- Processes all payroll and taxes for end of the year W-2's or 1099's. W-2's report wages earned at an hourly rate and 1099's reports incentive amounts earned for completing milestones.
- Handles all personnel functions, which include your rights, grievance procedures, privacy, and confidentiality.

If you have any questions, please contact us at [youth@pyninc.org](mailto:youth@pyninc.org) and 267-502-3742.

## Program Types

**Congratulations!** If you have enrolled into a workforce program, you may participate in one or more of the following ways: digital, virtual, in-person, or mix of the three (hybrid). Each model may have different enrollment, employment, and eligibility requirements.

### In-Person

In-Person program experience means that you will be at a physical location. Your physical location may be with an employer or a location secured and managed by your partner organization.

Experiences provide practical experience in an occupation, career pathways, or profession, for you to gain experiences while working in a specific field or occupation to get a feel for professional working environments. to get supports in skill development and allows you to work closely with a trained, adult supervisor who serves in an instructional role throughout the duration of your experience. Experiences can be tied to an hourly wage or an incentive bi-weekly payment based on your partners organization program.

Clearances (if applicable) are required for jobs that require direct supervision of a minor. You may be called upon to fulfill the clearance obligation to participant in these programs.

### Hybrid

Hybrid experiences include an in-person experience combined with elements of the two below.

### Virtual

Virtual program experiences are delivered through platforms like Microsoft Teams, Zoom, Google Classroom, etc.

Experiences gives you a unique opportunity to gain work experience in a company that you might not normally get access to while highlighting the essential skills you might need. You will get to see the inner workings of a 'digital transformation' agency, and actively work with different departments on one exciting project, helping them solve problems and complete real-life tasks with exposure to a chosen career pathway. You will develop skill, and get to work closely with a trained, adult supervisor who serves in an instructional role throughout the duration of the experience. Experiences are tied to wage or incentive bi-weekly payments based on your partner organization program.

Clearances (if applicable) are required for jobs that require direct supervision of a minor, even in virtual experiences. You may be called upon to fulfill the clearance obligation to participant in these programs.

### Digital

The digital program experiences are delivered through the combined use of linked devices, software, and technology platforms like Naviance.

Experiences are traditionally self-paced with limited interaction from staff at your partner organization or a worksite supervisor. Digital programs often follow tracks or pathways that have a specific focus such as digital literacy, financial literacy, career exposure, and more. Experiences are tied to incentives based on programmatic milestones bi-weekly payments.

# Important Policies and Laws

## EEO and CIVIL RIGHTS

### What is the Equal Employment Opportunity (EEO) and Civil Rights policy?

Here is some information about your **EQUAL EMPLOYMENT OPPORTUNITY RIGHTS UNDER FEDERAL LAW**.

**The Philadelphia Youth Network and its agents, partners, and affiliates is prohibited from discriminate, on the basis of race, color, ethnicity, religion, religious creed, sex (including pregnancy, childbirth or related medical conditions), sexual orientation, gender identity, genetic information, national origin, ancestry, marital status, familial status, status as a victim of domestic/sexual violence, veteran status, age or non-job related disability as required by federal, state, and/or local law.** Here is some information about **YOUR CIVIL RIGHTS UNDER FEDERAL LAW**. The Philadelphia Youth Network is prohibited from discriminating on the grounds of race, color, religion, sex, national origin, age, disability, political affiliation or belief, and, for beneficiaries only, citizenship, or participation in federally funded programs, as amended in admission or access to, opportunity or treatment, in, or employment in the administration of or in connection with any federally funded activity. If you think that you have been subjected to discrimination under a federally funded program or activity, you may file a complaint within **180-days** from the date of the alleged violation with the Department of Labor and Industry (L&I) Office of Affirmative Action (OAA), or you may file a complaint directly with the Director, Civil Rights Center (CRC), **U.S. Department of Labor, 200 Constitution Avenue, N.W., Room N-4123, Washington, DC 20210**. If you elect to file your complaint with the Office of Affirmative Action, you must wait until the Office of Affirmative Action issues a decision or until 60-days have passed, whichever is sooner, before filing with the CRC (see above address). If the OAA has not provided you with a written decision within 60-days of filing of the complaint, you need not wait for a decision to be issued but may file a complaint with CRC within 30-days of the expiration of the 60-day period. If you are dissatisfied with the OAA's resolution of your complaint, you may file a complaint with CRC. Such a complaint should be filed within 30-days of the date you receive notice of the OAA's proposed resolution. If you have any questions, regarding YOUR CIVIL RIGHTS, or to file a discrimination complaint, please contact: **The Department of Labor and Industry, Office of Equal Opportunity - Room 514, Labor and Industry Building, Seventh and Forster Streets, Harrisburg, Pennsylvania 17120. Or Call (717) 787-1182 - 1-800-622-5422 - TDD 1-800-654-5984**. Also, a complaint can be filed by phone or in person at the local office. **U.S. Equal Employment Opportunity Commission, 801 Market Street, Suite 1300, Philadelphia, PA 19107-3127**. For general inquiries or to begin the process of filing a complaint of discrimination, **call 1-800-669-4000**. *All complaints will be handled confidentially.*

If you feel your rights have been violated, please contact 267-502-3800 or via email to [humanresources@pyninc.org](mailto:humanresources@pyninc.org).

## Grievance and Appeal Policy

This complaint procedure is a method for responding to your program experience concern(s) and to confirm your following rights:

- To be treated with dignity and respect
- To receive service from qualified and helpful staff
- To have all private information stay private and secure
- To be free from discrimination and harassment
- A method for responding to your program experience concerns

PYN encourages you to come forward with grievances immediately, to provide immediate action to resolve the problem. If you feel that you were not treated fairly

When a concern arises, and whenever possible, every effort should be made by the program staff supervisor and those involved to resolve the problems through discussion. If you do not feel comfortable to discuss a complaint with the program supervisor, or if you are not able to resolve the issue with your program staff supervisor, then you should make your concern known in a written complaint using the *Complaint Form*, which is addressed below.

## STEP 1: Conflict Resolution

First, meet with your program partner supervisor regarding any action or attitude, either expressed or implied, which you perceive as unfair. You are encouraged to discuss issues and attempt to resolve them with your program partner supervisor. If a satisfactory resolution cannot be achieved, proceed to Step 2.

## STEP 2: Formal Complaint

- a. Submit a formal written complaint to program partner supervisor or management.
- b. Within five business days after a written complaint is made, the **Program Partner Supervisor** will evaluate the complaint to their supervisor and will determine what steps will be required to investigate the complaint. You may be asked to speak with possible witnesses and will speak with the person named in your complaint. Your privacy will be protected to the extent possible.
- b. A determination regarding the complaint will be given in writing to you in a timely manner, within 14 business days following receipt of the complaint by the **Program Partner Supervisor**.
- c. If the findings indicate that there is not a basis for a concern, all parties will be notified in writing, and no further action is required.
- d. If the findings indicate that there is a basis for a concern, all parties will be notified in writing, and **Program Partner Supervisor** will contact the appropriate Program partner Leadership Member to address possible solutions and/or disciplinary action.
- e. If you are not satisfied with the **Program Partner Supervisor's** determination, you have five working days to submit an Appeal for final determination to Philadelphia Youth Network's Human Resources department.

Philadelphia Youth Network  
400 Market Street, Suite 200  
Philadelphia, PA 19106  
PHONE: 267-502-3800  
EMAIL: [humanresources@pyninc.org](mailto:humanresources@pyninc.org)

## STEP 3: Submission of Appeal to Philadelphia Youth Network – Human Resources Department

As the youth employment program administrator, the Philadelphia Youth Network will investigate your complaint and report back to you within ten 10 business days **from the receipt of your appeal**.

If you believe that you are being subjected to any kind of negative treatment because you made or were questioned about a complaint or appeal, report the conduct immediately to PYN Human Resources Department immediately at (267) 502-3800 and ask for our Human Resource director or email us at [humanresources@pyninc.org](mailto:humanresources@pyninc.org) to make us aware of you concerns immediately.

## Privacy and Confidentiality Policy

Philadelphia Youth Network, Inc. (PYN) fully respects the rights of participants served, including their right to privacy. PYN will hold information concerning the participants in the strictest of confidence. Such information will not be disclosed to anyone unless authorized by the participant or otherwise permitted by law. PYN complies with all confidentiality laws, including but not limited to the Health Insurance Portability and Accountability Act of 1996 (HIPAA) and other state and federal privacy regulations.

### HIPAA and PII

HIPAA law requires that PYN keep a participant's Private Health Information (PHI) and Personal Identifiable Information private. HIPAA and PII includes, but is not limited to:

- Personal address and phone number
- Date of birth and social security number
- Contact information for participant's legal next of kin or guardian
- Medical history and information of participant
- Health information of participant
- Insurance information (pre-certification/DSHS/Medicare)
- Treating hospital/clinic number assigned to the patient
- Anticipated admission date and time.

This information may be shared internally with certain PYN staff, only if the disclosure of this information is

necessary to perform services on behalf of a participant or is required to successfully perform a function of their job.

## Prohibition of Discrimination, Harassment and Retaliation

**PYN is committed to equality of opportunity and freedom from discrimination and harassment.** PYN will not tolerate any discrimination or harassment based on person's actual or perceived race, disability, religion, color, sex, sexual orientation, gender identity, age, national origin, ancestry, military or veteran status, and pregnancy, childbirth or a related medical condition or any other protected status as set forth under applicable state, local and federal civil rights laws. PYN will not tolerate unlawful discrimination or harassment by its employees or by non-employees with whom PYN has a business, service, or professional relationship, such as vendors, visitors, students, interns, or contractors.

### What is harassment?

Harassment means any unwelcome verbal, visual, or physical conduct, comments, communications, or treatment of a discriminatory nature about, relating to, or because of a person's actual or perceived race, disability, religion, color, sex, sexual orientation, gender identity, age, national origin, ancestry, military or veteran status, and pregnancy, childbirth or a related medical condition or any other protected class as set forth under applicable state, local and federal civil rights laws that:

- Has the purpose or effect of unduly interfering with an individual's work performance
- Creates an intimidating, hostile, or offensive work environment; or
- Otherwise adversely affects an individual's employment opportunities

### What is sexual harassment?

Sexual harassment is defined as unwelcome sexual advances (verbal, physical or written including electronic communication), requests for sexual favors and other verbal or physical conduct of a sexual nature. Sexual harassment occurs when:

- Submission to the unwelcome conduct is either an explicit or implicit term or condition of employment (for example: promotion, salary increase, or training opportunities);
- Submission to or rejection of the unwelcome conduct is used as a basis for making employment decisions (hiring, promotion, termination); and/or
- The unwelcome conduct is sufficiently severe, persistent or pervasive as to have the purpose or effect of interfering with an individual's work performance or creating an intimidating, hostile, or offensive work environment.

Sexual harassment includes, but is not limited to, the following types of behavior:

- Unwelcome or unwanted sexual advances. This includes patting, pinching, brushing up against, hugging, cornering, kissing, fondling, or any other similar physical contact considered unacceptable by another individual.
- Requests or demands for sexual favors. This includes subtle or blatant expectations, pressures, or requests for any type of sexual favor accompanied by an implied or stated promise of preferential treatment or negative consequences concerning one's employment.
- Verbal abuse or kidding that is sexually oriented and considered unacceptable by another individual. This includes comments about an individual's body or appearance (where such comments go beyond a mere compliment); off-color jokes that are clearly unwanted; or any other tasteless, sexually oriented comments, innuendoes, stereotyping, or offensive language directed to or about another individual because of his or her gender.
- Any sexually oriented conduct that would unreasonably interfere with another's work performance. This includes extending unwanted sexual attention to an employee.
- Participation in fostering a work environment that is generally intimidating, hostile, or offensive because of unwelcome or unwanted sexually oriented conversation, suggestions, requests, demands, physical contacts, or attention.
- Offensive or demeaning language or conduct directed to or about an individual because of his or her gender.

- Sending or displaying internet or email content of a sexual or suggestive nature.
- Display in the workplace of sexually suggestive objects or pictures, including nude or semi-nude photographs.

Finally, PYN respects the dignity and well-being of all its employees and non-employees on our premises. To that end, PYN prohibits conduct which is inappropriate in a workplace environment and which may be offensive to co-workers, students, interns, visitors and/or vendors, even if such conduct does not rise to the level of unlawful activity. Depending on the circumstances, sexual jokes, flirtations, innuendoes, advances or propositions, verbal abuse of another, graphic commentary about an individual's body, sexual prowess or sexual deficiencies, leering, whistling, touching, hugging, kissing, suggestive or insulting gestures, display of sexually suggestive objects, pictures or cartoons may or may not constitute a violation of the law, but still may violate this policy and give rise to disciplinary action up to and including discharge. Therefore, all individuals are urged to exercise common sense to avoid behavior which may be perceived by co-workers, students, interns, visitors and/or vendors as offensive.

## Prohibition of Retaliation

PYN will not retaliate, or allow retaliation, against any employee or applicant who complains of discrimination or harassment, assists in good faith in an investigation of possible discrimination or harassment, or files an administrative charge or lawsuit alleging discrimination or harassment. We will take immediate and appropriate action with any employee who violates this policy, up to and including suspension or termination.

## What should you do if you feel that you are a victim of harassment?

If you believe that you have been, or another individual has been, subject to inappropriate discrimination, harassment, or retaliation, you should promptly report your concerns to Philadelphia Youth Network - Human Resources Department via email to [humanresources@pyninc.org](mailto:humanresources@pyninc.org).

## Sanctions for Violations of this Policy

Any employee who PYN concludes has engaged in impermissible discrimination, harassment, or retaliation in violation of this Policy will be subject to appropriate corrective action, up to and including termination of employment. The conduct warranting discipline or discharge need not constitute unlawful activity, if PYN concludes such conduct is contrary to the best interests of the organization. Vendors who violate this Policy may be barred from further business dealings with the Company. Students, interns and/or visitors who violate this Policy may be restricted, removed, or prohibited from some or all PYN's premises and/or programs.

## Workplace Injuries Policy

### Incentive-Based Experience

#### What happens if I get hurt?

If **you are injured at your worksite** during your program experience, **you must:**

1. Tell your supervisor immediately. The worksite supervisor will complete an injury report and submit to their Human Resource department and partner organization.
2. For emergency care, go immediately to the closest hospital emergency room and inform them it is a workplace injury. It is appropriate to call 911 and request an ambulance if necessary.
3. For non-emergencies and follow-up care with a physician, please contact the worksite Human Resources department for information and instructions.

### Wage-Based Experience

#### What happens if I get hurt?

Youth employees who are injured on the job may be eligible for Workers' Compensation benefits. If **you are injured at work** during your employment, **you must:**

1. Tell your supervisor immediately. **Your supervisor** will complete an injury report and submit that information to the Philadelphia Youth Network.
2. For emergency care, you should go immediately to the closest hospital emergency room **and inform them that this is a work-related injury**. It is appropriate to call 911 and request an ambulance if necessary. **For non-emergencies and follow-up care with a physician, you should contact Philadelphia Youth Network's human resources department which will provide you with the list of approved doctors that you can use to obtain follow-up care if needed.**
3. According to Pennsylvania's Workers' Compensation Act, **you must select and be treated by one of the approved doctors provided** by the Philadelphia Youth Network's human resources department for the first 90 days following your injury for your care to be covered.

If you have any questions about the benefits eligible to you under Workers' Compensation, or to receive a list of approved doctors, please contact:

Human Resources  
Philadelphia Youth Network  
400 Market Street, Suite 200  
Philadelphia, PA 19106

EMAIL: [humanresources@pyninc.org](mailto:humanresources@pyninc.org)  
PHONE: 267-502-3800

## Using Social Media: #WorkReadyPHL

We invite you to share stories of your experience on social media using the hashtag **#WorkReadyPHL**. Post photos, stories and what you are learning throughout your experience. Follow PYN on social media and tag **@PYNinc**:

- o Facebook.com/pyninc
- o Twitter.com/pyninc
- o Instagram.com/pyninc
- o LinkedIn.com/company/pyninc



## Getting Paid: Wages or Incentives

### Earnings

The program you are participating in is paying you a wage or an incentive for your participation. For your earnings at the end of the year you may receive a W-2 or a 1099 that reports your earning for the year. This tax information is need when applying for FASAS and filing your taxes.

To request a copy of your W-2 or 1099 through phone, email, or mail:

Phone: call 267-502-3800 – Have your name and current mailing address ready to provide.  
Email: [youth@pyninc.org](mailto:youth@pyninc.org) – Include your name and your request.

## Tracking Your Earning

### Incentive Plans:

In incentive-based programs you are compensated based on completion of tasks and activities that are outlined in an incentive plan that your WorkReady partner organization has completed for you in advance. You will use this incentive plan to track progress through your program experience and when you hit a milestone you will receive payment.

### Timesheets:

If you are in wage-based program you will be required to track your time at your job. You must sign in when you arrive, and you must sign out when you leave for the day. The timesheet (*daily hours of work*). **Please note that participants are not paid for lunch. If you take lunch during your shift, your timesheet should include the time you left for lunch and the time you returned.**

If you have questions, call 267-502-3742 or email [youthpayroll@pyninc.org](mailto:youthpayroll@pyninc.org).

### Payments:

Are distributed bi-weekly.

YOUTH HANDBOOK

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YOUTH HOTLINE: 267-502-3900

YOUTH EMAIL: [youth@pyninc.org](mailto:youth@pyninc.org)